

THINK OF IT like the fuel gauge on your car. Or like a prepaid card for your cellphone service. After an initial \$50 minimum payment to open your Co-op FlexPay account, you'll have the ability to track your daily balance—online or by phone—adding funds as needed in order to maintain a positive account status.

YOU DECIDE when and how often to make payments—and in what amounts. This option offers you freedom, convenience, and a way to keep an eye on your energy use 24/7. You'll never again have to wonder how much you might owe on your next electric bill. Co-op FlexPay puts the power of managing your energy use in YOUR hands!

PLEASE NOTE that a Co-op FlexPay account is subject to immediate disconnection at any time the credit balance falls to zero or below—including weekends, holidays, and during extreme weather conditions. Failure to receive either electronic or telephone notifications will not release members from payment obligations or prevent automatic disconnection.

CO-OP FLEXPAY MEMBERS with a credit balance in their account may notify AEC and cancel their participation at any time. Conversion to a traditional post-pay account will require payment of all applicable fees, charges, and a security deposit. After switching back to post-pay, you will not be eligible to reapply for Co-op FlexPay until a year from the time of cancellation.

AEC HAS A RESPONSIBILITY to support our members as they work to manage their electrical use and maximize their energy efficiency efforts. We promise to be here for you, every step of the way.



For more information about Co-op FlexPay, visit www.aecoop.org or contact our Service Department at ext 1800.

APPALACHIAN
ELECTRIC ⚡ COOPERATIVE

A Touchstone Energy® Cooperative 

CO-OP FLEXPAY

Take charge of your budget.

**The power of managing
your energy use is in your hands.**





AEC is evolving... to meet our members where they are.

OUR CO-OP FLEXPAY PROGRAM is a great example of responding to the changing needs of those we serve. Residential members can monitor and manage their energy use with:

- no security deposit.
- no late fees.
- no monthly billing statement.

TODAY'S CO-OP MEMBERS are informed and highly motivated to seek out options that offer greater control, financial flexibility, and a way to monitor their energy use from wherever they might happen to be. Any time of the day or night, Co-op FlexPay participants have instant access to:

- real-time account balance information (calculated daily), including kWh use, charges, and payments.
- AEC's web portal, optimized for viewing from mobile devices. Using a smartphone or a tablet, members can view a full range of information and make payments using a credit/debit card or eCheck.
- an interactive voice response system, with account balance information and payment options available by phone.

CO-OP FLEXPAY OFFERS a simple way to stay on top of your payment schedule. Once your account balance reaches the \$20 level, you'll be notified via the method of your choice—either electronically or by phone—of the need to make a payment. Daily notifications will be provided from that point until a payment is received that results in a balance that once again exceeds the \$20 level. As long as you maintain a positive balance, you'll avoid the need to pay a reconnection fee to resume electric service. Participants who are disconnected for non-payment will be charged \$30 to reconnect service and will need to pay any outstanding charges—plus make a payment of at least \$50 to establish a new credit balance.



WHO'S ELIGIBLE TO PARTICIPATE?

New and existing residential members with single-phase, non-demand electric service. Members with heat pump loans are eligible to participate after certain modifications are made to their payment arrangements.

Members with an active medical alert status are not eligible. Members participating in our Levelized Billing or ACH/Automatic Bank Draft programs must discontinue those services prior to converting to Co-op FlexPay.

CO-OP FLEXPAY MEMBERS are subject to the same rates, charges, and fees as other residential members, with the exception of a security deposit. Applicable charges are prorated and charged on a daily basis. Although they will not receive a monthly billing statement, FlexPay participants may review their account balances online, over the phone, or at our offices. Acceptable payment methods include cash, credit/debit cards, check, or eCheck. Payments of any amount may be made via these methods, but in-office payments must be made in amounts of no less than \$40.